In the claims:

1.   (Currently Amended) A method of supporting client calls within a private computer network of an organization having a plurality of agents, such method comprising the steps of:

detecting receipt of a call from a client of the organization through an interface of the private computer network of the organization with a public communication network;

determining a type of the received call;

selecting an agent of the plurality of agents based upon the determined type of call; and

independently spawning a call processing application ~~routing process~~ based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to a protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client~~; and~~ ~~routing the call to an agent of the plurality of agents based upon the type of call and the spawned routing process~~.

2.   (Original) The method of supporting client calls as in claim 1 further comprising detecting call associated information received along with the call.

3.   (Original) The method of supporting client calls as in claim 2 further comprising selecting the agent for connection to the call based upon the call associated information.

4.   (Original) The method of supporting client calls as in claim

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3 further comprising identifying the client from the call associated information.

5.   (Original) The method of supporting client calls as in claim 4 further comprising retrieving client information based upon the identity of the client.

6.   (Original) The method of supporting client calls as in claim 5 further comprising transferring the retrieved client information to the selected agent along with delivery of the call to the agent.

7.   (Original) The method of supporting client calls as in claim 1 further comprising routing call information from the client to the agent under a TCP/IP format.

8.   (Original) The method of supporting client calls as in claim 1 further comprising defining the call type as a VoIP call under an H323 format.

9.   (Original) The method of supporting client calls as in claim 1 further comprising defining the call type as a web page call under an http format.

10.   (Original) The method of supporting client calls as in claim 1 further comprising defining the call type as a VoIP call under an SIP format.

11.   (Original) The method of supporting client calls as in claim 1 further comprising defining the call type as an T120 chat session call under a T120 format.

12.   (Original) The method of supporting client calls as in claim
1 further comprising defining the call type as a VoIP call under
an MGCP format.

13..   (Original) The method of supporting client calls as in claim
1 further comprising conferencing a third party into the call.

14.   (Original) The method of supporting client calls as in claim
13 wherein the step of conferencing a third party into the call
further comprises adding another agent as the third party.

15.   (Original) The method of supporting client calls as in claim
13 wherein the step of conferencing a third party into the call
further comprises adding another client as the third party.

16.   (Currently Amended) An apparatus for supporting client calls
within a private computer network of an organization having a
plurality of agents, such apparatus comprising:
       means for detecting receipt of a call from a client of the
organization through an interface of the private computer network
of the organization with a public communication network;
       means for determining a type of the received call;
       means for selecting an agent of the plurality of agents
based upon the determined type of call;
       means for independently spawning a call processing
application routing process based upon the determined type of
call and upon the selected agent with a first end of the
independently spawned call processing application operatively
coupled to a predetermined protocol stack of the selected agent
and with a second end of the independently spawned call
processing application operatively coupled to a protocol stack of
the client, said independently spawned call processing

application being operable to exchange information between the selected agent and the client~~, and~~

~~means for routing the call to an agent of the plurality of agents based upon the type of call and the spawned routing process~~.

17.   (Original) The apparatus for supporting client calls as in claim 16 further comprising means for detecting call associated information received along with the call.

18. ~~19.~~   (Currently Amended) The apparatus for supporting client calls as in claim 17 further comprising means for selecting the agent for connection to the call based upon the call associated information.

19. ~~20.~~   (Currently Amended) The apparatus for supporting client calls as in claim 18 ~~claim 19~~ further comprising identifying the client from the call associated information.

20. ~~21.~~   (Currently Amended) The apparatus for supporting client calls as in claim 19 ~~claim 20~~ further comprising retrieving client information based upon the identity of the client.

21. ~~22.~~   (Currently Amended) The apparatus for supporting client calls as in claim 20 ~~claim 21~~ further comprising means for transferring the retrieved client information to the selected agent along with delivery of the call to the agent.

22. ~~23.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising means for routing call information from the client to the agent under a TCP/IP format.

23. ~~24.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an H323 format.

24. ~~25.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a web page call under an http format.

25. ~~26.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an SIP format.

26. ~~27.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as an T120 chat session call under a T120 format.

27. ~~28.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising defining the call type as a VoIP call under an MGCP format.

28. ~~29.~~   (Currently Amended) The apparatus for supporting client calls as in claim 16 further comprising means for conferencing a third party into the call.

29. ~~30.~~   (Currently Amended) The apparatus for supporting client calls as in claim 28 ~~claim 29~~ wherein the means for conferencing a third party into the call further comprises means for adding another agent as the third party.

30. ~~31.~~   (Currently Amended) The apparatus for supporting client calls as in claim 28 ~~claim 29~~ wherein the step of conferencing a third party into the call further adding another client as the

third party.

31. ~~32.~~   (Currently Amended) An apparatus for supporting client calls within a private computer network of an organization having a plurality of agents, such apparatus comprising:

a protocol stack adapted to receive a call from a client of the organization through an interface of the private computer network of the organization with a public communication network;

a call criteria adapted to determine a type of the received call;

a setup application that selects an agent of the plurality of agents based upon the determined type of call;

~~a~~ the set up application being further adapted to independently spawn a call processing application ~~routing process~~ based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to a protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client~~; and~~

~~the routing process adapted to route the call to an agent of the plurality of agents based upon the type of call and the spawned routing process~~.

32. ~~33.~~   (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising a network interface card adapted to detect call associated information received along with the call.

33. ~~34.~~   (Currently Amended) The apparatus for supporting client

calls as in claim 31 ~~claim 32~~ further comprising defining the call type as a VoIP call under an H323 format.

34. ~~35.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising defining the call type as a web page call under an http format.

35. ~~36.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising defining the call type as a VoIP call under an SIP format.

36. ~~37.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising defining the call type as an T120 chat session call under a T120 format.

37. ~~38.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising defining the call type as a VoIP call under an MGCP format.

38. ~~39.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ further comprising means for conferencing a third party into the call.

39. ~~40.~~ (Currently Amended) The apparatus for supporting client calls as in claim 31 ~~claim 32~~ wherein the means for conferencing a third party into the call further comprises means for adding another agent as the third party.

40. ~~41.~~ (Currently Amended) The apparatus for supporting client calls as in claim 38 ~~claim 39~~ wherein the step of conferencing a third party into the call further adding another client as the third party.